

How to open a request to Production Processing group through Service-Now.

1. Point your browser to the Service-Now web page: fermi.service-now.com and log in with your Fermilab service login/password.



The image shows the Fermilab Service-Now login interface. At the top is a blue header with the Fermilab logo and name. Below this is a white login box containing fields for 'User name' and 'Password', a 'Remember me' checkbox, and a blue 'Login' button.

Fermilab

User name

Password

☐ Remember me

Login

2. Select “[Scientific Computing Services](#)” from the menu on the left sidebar.

Fermilab
Welcome: Andres Alba hernandez

Search

Logout

Filter

Self-Service

- ★ Homepage
- ★ Self Service
- ★ Service Request Catalog
- ★ Core Computing Services
- ★ **Scientific Computing Services**
- ★ Knowledge
- ★ My Current Requested Items
- ★ My Watched Requested Items
- ★ My Past Requested Items
- ★ My Current Incidents
- ★ My Watched Incidents
- ★ My Past Incidents
- ★ My Watched Enhancements
- ★ My Watched Defects
- ★ My Documentation Tasks
- ★ My Testing Tasks
- ★ All BSPTA Records
- ▼ BSPTA Search
- ★ My Current Approvals
- ★ My Past Approvals
- ★ My Profile
- ★ Service Desk Contact Info
- ★ Service Desk How To

Scientific Computing Services at Fermilab

News

No items

Search in ☐ Core Computing ☒ Scientific Computing ☐ All Select Visibility Type:

Search tips

Have ideas or suggestions on how we can improve this functionality? Submit a [Feedback Request](#).

Service Areas [All detail](#)

- ① **DAQ and Engineering**
artdaq DAQ and Engineering Consulting Electronic Module Support
- ① **Distributed Computing**
Batch Job Management (jobsub) Batch Job Management (jobsub) Enhanced Community On-Boarding to Use Distributed Computing
Distributed Resource Accounting (Gratia) User Jobs Monitoring (fifemon)
- ① **High Performance Computing**
USQCD Facility Application Support USQCD Facility File-System Support USQCD Facility Parallel and Tightly Coupled Batch Computing
USQCD Facility User Accounts Wilson Facility Application Support Wilson Facility File-System Support
Wilson Facility Parallel and Tightly Coupled Batch Computing Wilson Facility User Accounts
- ① **Physics and Detector Simulation**
geant4 Genie Pythia Synergia

service-now.com/list_service_areas.do?division=scientific_computing

3. In the **Scientific Computing Services** select the group “**Scientific Production Processing**”. Then you can choose what kind of processing will you request.

The screenshot displays a web portal for Scientific Computing Services. On the left is a sidebar with navigation links, and the main area shows a grid of service categories and their associated sub-services.

Left Sidebar Navigation:

- ★ Homepage
- ★ Self Service
- ★ Service Request Catalog
- ☆ Core Computing Services
- ★ Scientific Computing Services
- ★ Knowledge
- ★ My Current Requested Items
- ★ My Watched Requested Items
- ★ My Past Requested Items
- ★ My Current Incidents
- ★ My Watched Incidents
- ★ My Past Incidents
- ☆ My Watched Enhancements
- ☆ My Watched Defects
- ☆ My Documentation Tasks
- ☆ My Testing Tasks
- ☆ All BSPTA Records
- ▼ BSPTA Search
- ☆ [Search Box]
- ☆ My Current Approvals
- ☆ My Past Approvals
- ☆ My Profile
- ☆ Service Desk Contact Info
- ☆ Service Desk User To

Main Content Area:

Category	Sub-services
Scientific Computing Systems	Continuous Integration Infrastructure, CVMFS Repository, Interactive Server Facility, Linux System Monitoring, Linux System Monitoring Enhanced, Scientific Server Management, Managed Scientific Workstation, Scientific Facilities Service, Scientific Server Management CMS Tier 1, Scientific Server Management Enhanced, Scientific Linux Distribution, Scientific Linux Engineering, Experiment Online System Management, Control Room System Management, System Administration and Engineering Consulting, Limited SLF Workstation and Scientific Test stand
Scientific Data Management	FTS (File Transfer Service), FTS (File Transfer Service) Enhanced, IFDHC (Intensity Frontier Data Handling Client), IFDHC (Intensity Frontier Data Handling Client) Enhanced, SAM (Sequential Access via Metadata) Enhanced, SAM4Users, UConDB, SAM (Sequential Access via Metadata)
Scientific Data Storage and Access	Active Archive Facility, dCache Disk Cache Storage, Enstore Tape Storage
Scientific Database Applications	Conditions Database, DES Alarms Viewer, DES Constants Database, DES Exposures Viewer, DES Telemetry Viewer, Hardware Database, IFBeam Conditions Database (IFBeamDB), IFBeam Conditions Database (IFBeamDB) (Enhanced), Query Engine
Scientific Production Processing	Calibration Processing, Keep Up Processing, Monte Carlo Generation, Monte Carlo Simulation, POMS
Scientific Software	art, larsoft, scisoft, ups

[All details](#)

4. On the right menu you should select [Submit a request to service providers](#)

Keep Up Processing

Overview:

Keep up processing is considered to be the ongoing task of running software to process/analyze raw data that are taken by the experiments on a daily basis.

Description:

This type of processing is characterized by a standard workflow that is run on each raw data file that is generated by the experiment's detector and which needs to be completed on a time scale of a few days of the file being created (typically a 24-72 hr turn around). Keep up processing is setup to be 8x5 run/refreshed and is monitored by the production group to verify that it continues to function until Friday 5pm.

The customer is the de-facto Owner and Information Manager for the outputs of the keep up processing.

Support Availability:

Weekdays, 8:00 am to 5:00 pm (excluding holidays)

Service Area:

Scientific Production Processing Services, software and systems for Scientific Production Processing

Service Owner:

Anna Mazzacane, mazzacan@fnal.gov

Related Service Offerings:

Calibration Processing Calibration processing is considered to be the ongoing or periodic task of running software to process/analyze the output of the experiment's Keep Up processing stage.

Monte Carlo Generation Monte Carlo Generation is considered to be the generalized task of running a software suite that creates physics events characteristic of the specific experiment .

Get Help

- [Ask a question about this service](#)
- [Report a service outage or incident](#)
- [Submit a request to service providers](#)
- [Give us feedback about this service](#)

More Information/Need Help?

Service Desk

Monday - Friday, 8-5

<https://fermi.service-now.com>
or 630.840.2345 or walk-ups (WHGF)

ITIL Stats

Keep Up Processing			
Available			
No availability commitments for this Service			
	Last 7 days	Last 30 days	Last 12 months
RITM P2 Response - 4h 90% (F)	n/a	n/a	n/a
RITM P3 Response - 8h 90% (F)	n/a	n/a	n/a
RITM P4 Response - 8h	n/a	n/a	n/a

5. The form to create a new scientific computing request will appear. From the menu “**Virtual Organization**” select the experiment you need to open the request and describe your request in detail. Finally press the button submit.

Submit a request to the service provider

Please fill out the form and click on Submit.

A Request will be created and directed to the appropriate Support Group for the Service Area / Offering.

Use the "Report an Outage" link to report a disruption of the Service.

<p>* Requester's name</p> <input type="text" value="Andres Alba hernandez"/>	<p>What service is the request related to?</p> <input type="text" value="Keep Up Processing"/>
<p>* Virtual Organization</p> <input type="text" value="E-1016 MINOS +"/>	<p>Specify urgency of your request</p> <input type="text" value="3 - Low"/>
<p>* Enter a short description of your request</p> <input type="text" value="Submit a Request - Keep Up Processing"/>	
<p>* Please enter the details of your request here</p> <div></div>	